

**Los Angeles County
Consumer Affairs Advisory Commission
Meeting**

Minutes

Wednesday, March 20, 2013

Present:	Ronnie Jayne Dennis Arguelles Sylvia Southerland	Ho-Jeong Eun Stanley Rogers Helen Levin	Karine Bagdasarian Joyce Ayvazi
Staff:	Kirk Shelton Clemente Mejia	Kristine Ovsepyan	Dawnnesha Smith
Excused:	Dionne Faulk	Joseph Lee	Vivian Chan
Public:	Suzan Rogers Suzanne O'Keeffe	Neil Rubenstein Harolyn Rhue	Anabella Mazariegos

Call to Order and Confirmation of Quorum:

In the absence of the Chair and Vice Chair, Commissioner Ronnie Jayne volunteered as the Acting Chair for this month's meeting. The Acting Chair called the meeting to order at approximately 1:10 p.m. The quorum requirement was met during the entire meeting. The agenda was reviewed by the commissioners present.

In accordance with the Brown Act, the agenda for the Commission Meeting was posted in advance on the outside door of the Department of Consumer Affairs (Room B-96), the meeting location (Cafeteria Conference Room), and online at <http://dca.lacounty.gov/Commission.htm>.

Approval of Minutes:

The minutes for the meetings of January 16, 2013 were unanimously approved on motion by Commissioner Eun and seconded by Commissioner Rogers.

Subcommittee Updates:

**Public Information Subcommittee
Commissioner Jayne – Subcommittee Chair**

Commissioner Jayne updated the Commission on the activities of the subcommittee. The subcommittee had met with the supervisor of the Department's Consumer Education and Public Outreach unit. The subcommittee had one suggested recommendation.

Commissioner Rogers made the following motion, seconded by Commissioner Ayvazi:

Recommend to the Director that the Department of Consumer Affairs consider allowing local elected officials to post consumer events on the DCA consumer events calendar on the new DCA website and that the Consumer Education and Public Outreach unit reach out to local officials to collect event information.

The motion was unanimously passed by the commissioners present.

Foreclosure Subcommittee
Commissioner Arguelles – Subcommittee Chair

Commissioner Arguelles updated the Commission on the activities of the subcommittee. The subcommittee had held one meeting since the last Commission meeting. The subcommittee had one suggested recommendation. Members of the public provided comments on the suggested recommendation and foreclosure issues in general.

Commissioner Eun made the following motion, seconded by Commissioner Rogers:

Recommend to the Director that the Department of Consumer Affairs work with the District Attorney and Registrar-Recorder/County Clerk on increasing recording fees to fund additional real estate fraud investigations in the County of Los Angeles

The motion was unanimously passed by the commissioners present.

Commissioner Eun requested that an item be placed on the Foreclosure Subcommittee agenda relating to establishing timeframes for receiving responses to time sensitive recommendations.

Volunteers and Interns Subcommittee
Commissioner Eun – Subcommittee Acting Chair (in Commissioner Chan's absence)

Commissioner Eun updated the Commission on the activities of the subcommittee. The subcommittee had not met since the last Commission meeting and is currently on hold pending a report back from the Department on the results of their previous recommendations. The Subcommittee reported the following results based on their recommendations and suggestions:

- The Department created a new award and presented the first Commissioners Award which recognizes the volunteer or intern that donates the most hours of service each calendar year
- The Department was in the process of (and would complete by the end of the week) sending out thank you letters to each volunteer and intern that donated service to the Department in 2012. Each personalized letter includes the hours of service donated to the Department.
- The Department has contacted possible partners for the volunteer cross-training proposal, but was unable to find an interested partner. Partners did identify other Department training opportunities their staff/volunteers might want to participate in.
- The Department has applied to be a Certifying Organization with the President's Volunteer Service Awards.

Administrative Subcommittee
Commissioner Eun

Chair Eun updated the Commission on the work of the subcommittee. The subcommittee had begun review of the first sections of the Commission Administrative Manual that had been drafted. The subcommittee plans to meet, elect a subcommittee chair, and discuss the current draft of the Commission Administrative Manual prior to the next Commission meeting.

New Business:

Commission Webpage

Kirk Shelton updated the Commissioners on the progress of the Department's redesigned website. The project is being led by the Department's Consumer Education and Public Outreach unit. The redesigned website will include a new Commission webpage. The design includes a space for Commission biographies. Many Commissioners have already submitted their bios for the webpage. Responding to a question from a Commissioner, Mr. Shelton said that Commissioners are encouraged, but not required to submit the bio.

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Department Update:

Kirk Shelton provided the Department update in Director Stiger's absence. Mr. Shelton updated the Commissioners on the Department's budget. The Department had met with the CEO to discuss the fiscal year 2013-14 budget request. The CEO would release a copy of the proposed budget in April, the Board will hold budget hearings in May, and the Board will deliberate on the budget in June.

During the week of March 3 through March 9, the Department celebrated National Consumer Protection Week. The Department participated in a variety of public events during the week to promote consumer protection. The Department received recognition on the federal website set-up for Consumer Protection Week. The Board of Supervisors presented a scroll to the Department in recognition of National Consumer Protection Week.

The Department is proceeding with implementing the departmental reorganization that was approved in 2012. The new organizational structure is enabling the Department to benefit from new efficiencies and enhancing the services provided to consumers.

Kirk Shelton answered questions from the Commissioners.

Public Comment:

Three members of the public spoke to the Commission during public comment. They spoke about issues relating to homeowners' rights and foreclosures. The Commissioners also received written public comment relating to local utility rates from a member of the public that did not attend the Commission meeting.

Chair's Final Remarks:

Acting Chair Jayne thanked the public for attending the meeting and sharing their input. She also thanked the Commissioners present for attending.

Next Meeting:

The next meeting will be held on Wednesday, **May 15, 2013**.

Adjournment:

The meeting adjourned at approximately 2:10 p.m.